

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding your recent order, and for bringing to our attention the issue with the damaged item(s) you received. We sincerely apologize for any inconvenience or disappointment this may have caused.

At [Your Company Name], we take great pride in the quality of our products and the satisfaction of our customers. We understand how important it is for your order to arrive in perfect condition, and we regret that this was not your experience.

To resolve this matter promptly, we have initiated the following steps:

- A replacement item will be shipped to you at no additional cost.  
**OR** We are issuing a full refund for the damaged item(s) to your original method of payment.  
**OR** Please return the damaged item(s) using the prepaid return label we have provided. Once we receive the return, we will promptly process your refund or replacement, depending on your preference.

If you have any photos of the damaged item(s), please forward them to us at [support email address]. This will help us improve our packaging and delivery process for future orders.

We truly value your business and appreciate your patience while we resolve this issue. If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [customer service phone number] or [customer service email].

Thank you again for giving us the opportunity to make things right. We look forward to serving you again soon.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]